



RESIDENTIAL

Client Guidelines





Hello there!

Thank you for choosing The Blissful Clean. Being welcomed into your home is something we take seriously — it's a real act of trust, and we're grateful for it.

These guidelines cover what you can expect from our team, how we work, and what we need from you to do our best work. They exist so we're aligned from day one so there are no surprises or awkward conversations later.

Please take a few minutes to read through before your first visit. If anything is unclear, just ask.

Questions? Reach us anytime at info@theblissfulclean.com or (616) 326-1128.

Kyleigh Lipsitz

Founder, The Blissful Clean

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ABOUT THE BLISSFUL CLEAN

The Blissful Clean is a women-owned residential and commercial cleaning company serving Grand Rapids and West Michigan. Founded by Kyleigh Lipsitz in 2023, we exist to give busy households and businesses one less thing to manage.

Kyleigh started The Blissful Clean after more than a decade in tech, when life as a new mom collided with the reality that running a house — and tracking, reminding, and checking on the people doing it — had quietly become a second job. She built The Blissful Clean to be the kind of company that solves this crucial need for families all over West Michigan in the most consistent, set-it-and-forget-it way possible: same cleaner, same day, same standards, every visit. You tell us how you like things done once. After that, it's handled. *When that happens, the mental load is officially lifted.*



Kyleigh Lipsitz
Founder - The Blissful Clean

WE DON'T JUST CLEAN - WE TAKE IT OFF YOUR PLATE

Our job isn't just to clean your house. It's to take the entire mental and tactical weight of house cleaning off your plate so you can spend that energy elsewhere. The clean is the byproduct of the bigger thing we're doing for you.

THE TEAM

Our team is the whole company. We hire carefully and we keep people for the long haul, so the person walking into your home this week is the same one who'll walk in next week.

That kind of consistency doesn't happen by accident. We pay above industry standard, we invest in training, and we've built a culture where our team loves the work they do— which means you get the same trusted person, who already knows how you like things done, visit after visit.



WHAT THIS MEANS FOR YOU

- **Consistent Team:** Same cleaner, same day, same standards, every visit. Our team members stay with us long-term, which allows us to send the same person each visit.
- **Background-Checked Employees:** Every member of our team is screened, trained to our standards, and works as a W-2 employee. We don't use contractors.
- **Real Human Accountability:** When you call our office, you reach someone in West Michigan who knows your account.
- **Peace of Mind:** We carry full liability insurance, workers' compensation, and invest in ongoing training. Your home, our team, and you are all protected.

WHAT TO EXPECT



YOU CAN COUNT ON

- **Email and text reminders** with your estimated arrival window, with services typically between 9:00 AM and 5:00 PM ET.
- A comprehensive **cleaning checklist** confirming which areas were serviced and tasks performed at each visit
- **Clear communication** if anything in your home needs attention, cannot be completed safely, or falls outside our scope.

We approach every home with care, attention, and respect. Our goal is to reduce the weight families carry by taking over the house cleaning and everything that goes with it, using non-toxic, eco-friendly products that are safe for humans, pets and most materials.

REMINDERS WE'LL SEND

- An email reminder three days before your appointment.
 - A text reminder one day prior.
- Reminder texts are sent from our scheduling software and are one-way. To reach us, call or text our office line at **(616) 326-1128**.

PREPARING FOR YOUR VISIT

For your first visit and anytime things change

- Review our cleaning checklist — it outlines exactly what's completed at each visit.
- We use eco-friendly, non-toxic products as standard. If you'd like us to use your own products instead, leave products out for your cleaner with instructions on how to use.
- If cell service is unreliable at your home, please share your Wi-Fi information with our office in advance. Our team clocks in and out through our scheduling software, which uses GPS for safety and accountability.
- Tell us about any specialty or newly sealed surfaces that need gentler care.
- Point out delicate valuables and heirlooms so we can clean around them with appropriate care.

Examples of cluttered areas



Before every visit

- Ensure safe and clear access to your home entry. Parking areas and entryways should be free of hazards including snow, ice, debris, and other obstacles.
- Clear your sink of dishes if you'd like the sink to be cleaned.
- Secure any skittish, anxious, or aggressive pets in a separate room or kennel.
- Set the indoor temperature between 65 and 75 degrees.
- Secure any cash, jewelry, and other valuables.
- Place a toilet brush or disposable wand in each bathroom.
- Pick up personal items and clear surfaces of clutter — toys, clothing, papers, mail. Cluttered areas take longer to clean and can prevent thorough work; they may be skipped or worked around and noted on your checklist.

CHANGES AND CANCELLATIONS

We understand plans change and life happens. To keep your schedule smooth and support our team — who rely on consistent hours — we ask for at least 48 hours' notice to cancel, skip, or reschedule.

Cancellation fees

- 48 hours or more notice: no fee.
- Less than 48 hours notice: 50% of the scheduled service amount.
- No access to the home at the scheduled appointment time: 50% of the scheduled service amount.

HOW TO MAKE CHANGES

Let our office know about any changes before your appointment by call, text, or email. This includes requests to skip or add rooms or tasks, updates to entry or lockup instructions, changes to how often or how long we clean, and any special notes for your team.

Holiday closures

We do not schedule cleanings on the following holidays: New Year's Eve, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day. When your regular cleaning falls on a holiday, we'll contact you in advance to reschedule.



Weather Policy

During inclement weather — including snow, ice, or any other hazardous conditions common to West Michigan winters — we may need to postpone your service. We monitor the weather and make day-of decisions, canceling only when necessary for the safety of our team. When possible, we adjust appointments ahead of time if we have openings.

If we must cancel, we'll notify you by email, call, or text.

SERVICE DETAILS

While we work diligently to clean every surface, we can't guarantee they'll return to like-new condition. Some examples include, but are not limited to:

- Hard water etching on glass or stone
- Permanent grout staining or discoloration
- Sun fading on surfaces or fabrics
- Paint failure or peeling
- Damaged, unsealed, or worn finishes on wood, stone, tile, or cabinetry
- Rust stains
- Mold and mildew that has extended into grout or behind caulk

Showers, Tubs, and Tiled Surfaces

Mold and mildew are organic and can extend into grout or behind caulk. Surface stains may lighten with cleaning, but complete removal often requires regrouting or recaulking by a specialist.

Floors

We damp mop all floors thoroughly with a string mop. Grout scrubbing, grout whitening, and extraction from textured flooring are not services we provide.

Natural Stone and Specialty Finishes

Please tell us about any surfaces that require special care or specific cleaning products. We may adjust our methods or skip a surface to avoid damage.

Windows and Screens

If interior window glass cleaning has been added to your service, we'll clean reachable interior glass, sills, and tracks. We do not remove or replace window screens. We do not clean exterior windows, even if your windows tilt.

Light Fixtures

We gently and thoroughly dust the exterior of fixtures we can safely reach. We do not remove or replace fixture covers or bulbs, and we do not disassemble or reassemble fixtures.

Large Appliances

We will not move stoves, refrigerators, washers, dryers, or other large appliances to clean under or behind them. We do not disconnect water, gas, or power.

Laundry, Linens, and Bedmaking

We're happy to make your beds as part of our standard cleaning. If you'd like fresh sheets put on, leave clean linens on each bed and we'll take care of the rest. We do not provide laundry service, change duvet covers, or climb onto bunk beds to make or tidy them. Our team only cleans and makes beds within safe reach using our company-provided step stool.

Vacuums

We bring our own vacuum unless you request that we use yours. If you'd like us to use yours, it must be an upright model and in good working order. We are not responsible for maintenance, repairs, electrical outlets, or vacuums that may become damaged or fail during use.

Dishes

We do not wash dishes. If you'd like your sink to be thoroughly cleaned, please make sure it's clear of dishes before we arrive.



Trash

We empty household trash to your garbage receptacles. We do not move large amounts of trash or remove any trash from the premises.

Taxidermy

We do not clean any type of taxidermy.

BREAKAGE AND DAMAGE

If something is damaged during cleaning, we'll contact you with the relevant information and work toward a fair resolution.

Situations outside our responsibility include, but are not limited to:

- Normal wear and tear, such as carpet or rug loops catching on vacuum rollers.
- Pre-existing damage or instability, including items that are loose, wobbly, cracked, chipped, or improperly installed (fixtures, decor, mirrors, shelving, blinds, hardware) that may shift or fall during routine cleaning.
- Unsealed or worn finishes on wood, stone, tile, grout, or cabinetry that may react to moisture or standard cleaning methods. This includes damage to floors or cabinets that haven't been maintained per manufacturer guidelines.
- Surfaces requiring specialty or manufacturer-specific care when instructions weren't provided in advance.
- Damage caused by client-provided cleaning products, as we cannot verify their safety or compatibility with your surfaces.

HOME ACCESS

Entry & Access

You may be home to allow entry, leave your home unlocked, provide an access code, or use a lockbox or hidden spot for a key or remote. If your entry uses electronics, make sure devices are charged and codes are current. Lockboxes or hidden keys should be accessible in a safe spot. Please include instructions for locking up when the cleaning is complete.

We do not retain keys or remotes between visits for your security. If you choose to leave your home unlocked or hide a key or remote for access, you assume responsibility for any resulting security issues.

Parking

Please ensure parking is available near your home before our arrival. We require parking within 100 to 200 feet of the entrance — approximately a one-to-two-minute walk. If parking restrictions or permits are required, let our office know in advance. If adequate free parking is not available and we incur parking fees or towing charges, those costs will be billed directly to you.

Alarms

The Blissful Clean is not responsible for charges incurred from an activated alarm we cannot turn off based on instructions that were provided or omitted during setup.

If We Cannot Access Your Home

If we're unable to access your home at the scheduled time for any reason, a 50% lockout fee will be applied to cover the reserved appointment.



SAFETY

Reaching High Areas

Our team uses only the one-foot step stool provided by The Blissful Clean. They will not use client ladders, stools, chairs, or furniture to reach high areas.

Indoor Temperature

Please keep your home between 65 and 75 degrees before we arrive. Your team may adjust the thermostat to a comfortable working temperature during the cleaning and will return it to the original setting before leaving. If the home is too hot or too cold to work comfortably, we'll need to reschedule and our cancellation policy will apply.

Utilities

Our team will not touch breakers, turn water on or off, or adjust any utility connections. Water and electricity must be on before we arrive. If utilities are off, we will be unable to complete the service, will need to reschedule, and our cancellation policy will apply.

Firearms

If left out, firearms will be cleaned around and not touched. We prefer they be secured and put away before our arrival.

Unsafe Conditions

If a team member feels unsafe due to conditions in the home — including aggressive pets, inappropriate conduct, strong language, or unsafe objects — they may leave the job site and the full cleaning fee will apply.

Biohazards

Please notify our office before service if your home has mold, pest infestations, or human or animal waste, including litter boxes. If these conditions are discovered during a visit, we may cancel the appointment and the full cleaning fee will apply. Future service may require proof that the issue has been professionally resolved.

Product Exclusions

We do not use bleach, CLR, Pledge, or similar harsh chemicals — even if requested. We never mix chemicals.



PETS

Please secure any anxious, skittish, or aggressive pets in a separate room or kennel during your cleaning. Otherwise, we're happy to have them roam freely. If we're unable to access your home due to an excited or aggressive pet, we'll contact you to reschedule and cancellation fees may apply.

Our team is always attentive with doors and gates, but we cannot assume responsibility for pets that exit unexpectedly when we arrive or leave. We will not accommodate requests to let animals in or out of the home. Please do not allow pets to jump on our staff. If a bite occurs, it must be reported to the authorities and the homeowner is responsible for any medical treatment.

SMOKE-FREE POLICY

Our team members do not smoke or vape on client property — indoors, outdoors, or during service visits.

Indoor Smoking & Service Eligibility

We're unable to service homes with evidence of current or recent indoor smoking or vaping of any substance, including tobacco, cannabis, or e-cigarettes.

If evidence of interior smoking is detected upon arrival, we'll need to cancel the visit and the full cleaning fee will apply. Resuming service will require professional smoke remediation, and the home must be free of smoke odor at the time of our next visit.

PHOTOS AND VIDEOS

As part of our commitment to quality and consistency, we may take before-and-after photos and videos of areas we clean during your service. These are used strictly for internal training, quality assurance, and marketing purposes — including social media, website content, digital advertisements, and promotional materials.

- Photos and videos taken for employee learning are never shared or released to the public.
- Photos and videos used for marketing or promotional purposes are limited to before-and-after images.
- We never capture personally identifiable information — including faces, names, addresses, family photos, documents, or any unique personal effects that could reveal your identity.
- Confidentiality is upheld in all marketing and promotional materials.
- The Blissful Clean reserves the right to edit and use before-and-after images and videos on social media.
- Photos and videos are never sold or given to third parties.



Opt-Out

If you prefer no photos be taken in your home, email info@theblissfulclean.com before your scheduled service. We'll flag your account and ensure no photos are taken or used.

NON-SOLICITATION OF EMPLOYEES

Our team members are our greatest asset. By receiving services from The Blissful Clean, you agree not to solicit, hire, or otherwise engage any current, former, or future team member to provide cleaning or related services directly — outside of your agreement with us.

If a client hires a Blissful Clean team member privately during the term of service or within five years after services end, the client agrees to pay a \$2,500 employee acquisition and training fee to The Blissful Clean.

This fee reflects the substantial investment we make in recruiting, background screening, training, and retaining our team. All members of our team have agreed under contract that they will not accept direct employment from our clients. Any such solicitation will be considered intentional interference with the contract rights of The Blissful Clean and may result in damages and attorneys' fees against both client and team member.

OUR SATISFACTION GUARANTEE

We want you to be completely satisfied with your cleaning. If something isn't right, report it to our office at (616) 326-1128 or info@theblissfulclean.com within 24 hours of your service and we will re-clean the affected area at no charge.

Because of the subjective nature of cleaning, refunds are not available — but we'll make it right. Ideally, you or your representative can walk through the home with the team at the end of the cleaning so anything that needs adjustment can be handled before they leave. If we're not notified within 24 hours, we are unable to return for a re-clean.

INSURANCE AND COMPLIANCE

The Blissful Clean is a registered, licensed and insured business in Michigan. Our team members are W-2 employees, not contractors. They are not permitted to work off the clock or perform additional tasks outside of scheduled appointments. Any work performed outside of a scheduled service is not authorized by The Blissful Clean and is not covered by our insurance or workers' compensation.

We collect and report all employer-required taxes for cleaning services to local, state, and federal agencies, protecting you from any tax liability related to the income our team receives.

PRICING AND ESTIMATES

Estimates are based on the size and reported condition of your home. If the condition requires additional time beyond the estimate, we'll contact you before proceeding with extra work.

Commercial cleanings are priced after a complimentary walkthrough of your space.

Labor Hours vs. Clock Hours

We charge based on total labor time, not clock time. For example, two team members working for two hours each equals four labor hours — the same as one team member working for four hours.

Pricing Changes

We'll provide advance notice of any price changes. Adjustments may occur due to changes in labor costs, supplies, or operational expenses.

Staying on Schedule

To help us complete your cleaning efficiently, we appreciate it when interruptions are kept to a minimum. Additional time may be charged if on-site distractions significantly delay completion.

PAYMENT

Down Payment & Pre Authorizations

Move-in and move-out cleanings require a 50% down payment to reserve your appointment. Down payments are fully refundable with 48 hours' notice before your scheduled service. First-time deep cleans and recurring cleanings do not require a down payment. We may preauthorize your payment method 24 hours before each service.

Invoices and Payment

Your card on file is charged the day of your cleaning. An invoice can be emailed once the cleaning is complete upon request.

Payment Methods

We accept all major debit and credit cards and ACH bank transfers. We do not accept checks or cash. Our team members cannot accept any form of payment for services.

Card on File

A credit or debit card must be kept on file to reserve any appointment. By signing this document, you give explicit permission for that card to be stored and charged for services rendered.

Late Payments

If you have an outstanding balance, payment must be received in full before we can complete any additional cleanings.

Tipping

Tipping is never required but always appreciated for exceptional service. Tips may be added to your invoice. All tips go directly to the team members who serviced your home that visit.

CONSENT TO UPDATED TERMS THROUGH USE

We keep our client guidelines current so everything stays clear. The most up-to-date version is always available on our website with the effective date at the top. When we make meaningful changes, we'll share an update in writing.

By continuing to use The Blissful Clean's services after an update, you agree to the most current version of these guidelines. If there is ever a difference between a printed or emailed copy and the website version, the website version applies.

Thanks for your business!

We can't wait to take this
off of your plate.